CA-PMM

Project Name: Centralized Customer Flow Management and Appointment Systems

Technology Agency Project #: 2740-191

Department: DMV

Reporting Period: *From:* 10/1/16 *To:* 10/31/16

Executive Project Status Report

Total Percent Complete:	53.00%

Current Status and Accomplishments:
Describe deliverables completed and milestones met during **this reporting period.**

• The BRD document is being finalized for review.
• The proposed Qmatic DBA was approved on October 27,2016 and is expected to be on site November 14, 2016.

Current Status Report

Questions	Yes/No	Cause	Impact	Action Required
1. Were recent milestones completed on schedule?	Yes			
2. Were any key milestones or deliverables rescheduled?	Yes	Due to the staff changes proposed by the vendors and the inclusion of additional field staff, the previously estimated Milestones and Deliverables are being revised. A new schedule will be proposed in late October 2016 along with a SPR that reflect the new schedule.	The project schedule variance has slipped to 9.06%. A new schedule will be proposed in November 2016 along with a SPR that reflect the new schedule.	No action at this time.
3. Was work done that was not planned?	No			
4. Were there any changes to scope?	No			

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5. Were tasks added that were not originally estimated?	No			
6. Were any tasks or milestones removed?	No			
7. Were any scheduled tasks not started?	No			
8. Are there any new major issues?	No			
9. Are there any staffing problems?	Yes	Key vendor staff is being replaced for various reasons.	The project schedule variance has slipped to 9.06%. A new schedule will be proposed in Novembe 2016 along with a SPR that reflect the new schedule.	No action at this time.

Variances

Insert the variance value into the appropriate column for each project element listed below. Please describe the actions you plan to take for those items marked "Caution" or "Significant Variance". **The variance must be a numeric value only.**

	On Plan <5%	Caution 5-10%	Significant Variance >10%	Action Required
Schedule	0.00%	9.06%		No action at this time
Milestones	0.00%			
Deliverables	0.00%			
Resources	0.00%			
OneTime Cost	0.00%			
Continuing Cost	0.00%			

Monitoring Vital Signs Scorecard

Vital Sign	Variance	Value	Your Score	Score Justification
1. Customer Buy-In	High Degree of Buy-In	0	**0** Green	
	Medium Degree of Buy-In	1		
	Low Degree of Buy-In	2		
2. Technology Viability	Strong Viability	0	**0** Green	
	Medium Viability	1		
	Weak Viability	2		

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3. Status of the Critical Path (delay)	<5%	0	**2**	Yellow	Due to the staff changes proposed by the vendors and the inclusion of additional field staff, the previously estimated Milestones and Deliverables are being revised. A new schedule will be proposed in late November 2016 along with a SPR that reflect the new schedule.
	5% to 10%	2			
	>10%	4			
4. Cost-to-Date vs. Estimated Cost-to-Date (higher)	<5%	0	**0**	Green	
	5% to 10%	2			
	>10%	4			
5. High-Probability, High-Impact Risks	0 to 3	0	**0**	Green	
	4 to 6	1			
	>6	2			
6. Unresolved Issues (on time resolution)	On time	0	**0**	Green	
	Late with no impact	2			
	Late impacting the critical path	3			
7. Sponsorship Commitment	Fully engaged	0	**0**	Green	
	Partially engaged	2			
	Inadequate engagement	4			
8. Strategy Alignment	Strong alignment	0	**0**	Green	
	Partial alignment	1			
	Weak or no alignment	2			
9. Value-to-Business	Strong	0	**0**	Green	
	Medium	1			
	Weak	2			
10. Vendor Viability (provide rationale for the rating in the field following the scorecard)	Strong	0	**0**	Green	
	Medium	1			

* If this is not applicable to your project.

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please select a score of "0".	Weak	2		
11. Milestone Hit Rate (rate of achievement as planned)	>90% on time	0	**0**	Green
	80-90% on time	1		
	<80% on time	2		
12. Deliverable Hit Rate (rate of production as planned)	>90% on time	0	**0**	Green
	80-90% on time	1		
	<80% on time	2		
13. Actual vs. Planned Resources	>90% assigned and available	0	**0**	Green
	80-90% assigned and available	2		
	<80% assigned and available	4		
14. Overtime Utilization (% of effort that is overtime)	<15%	0	**0**	Green
	15-25%	1		
	>25%	2		
	Highly Effective	0		G

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15. Team Effectiveness	Moderately Effective	1	0	reen
	Ineffective	2		
		Total	**2**	**G**

Green = 0 - 8
Yellow = 9 - 19
Red = 20+

Vendor Viability Rating Rationale
Vendor for the Independent Verification and Validation (IV&V) is adequate for this project. Vendor for the Independent Project Oversight Consultant (IPOC) is adequate for this project. Vendor for the solution is adequate for this project.

Look Ahead View

Questions	Yes/No	Impact	Action Required
1. Will upcoming critical path milestones or deliverables be delayed?	Yes	Due to the staff changes proposed by the vendors and the inclusion of additional field staff, the previously estimated Milestones and Deliverables are being revised. A new schedule will be proposed in late October 2016 along with a SPR that reflect the new schedule.	Nothing at this time.
2. Do any key milestones or deliverables need to be rescheduled?	Yes	Due to the staff changes proposed by the vendors and the inclusion of additional field staff, the previously estimated Milestones and Deliverables are being revised. A new schedule will be proposed in late October 2016 along with a SPR that reflect the new schedule.	Nothing at this time.
3. Is there any unplanned work that needs to be done?	No		

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4. Are there any expected or recommended changes to scope?	Yes	Possibly the inclusion of the Driver Safety Application and additional Transaction Codes for the Appointment System.	
5. Are there any tasks not originally estimated that will need to be added?	No		
6. Are there any tasks or milestones that should be removed from the plan?	No		
7. Are there any scheduled tasks whose start will likely be delayed?	No		
8. Are any major new issues foreseeable?	No		
9. Are any staffing problems anticipated?	No		